

# Press Release



May 1, 2026

transcosmos inc.

transcosmos online communications inc.

## transcosmos and transcosmos online communications provide oversized garbage collection application system using a LINE official account to Chatan Town, Okinawa Prefecture

### Enhancing citizen convenience by shifting oversized garbage collection application process to online

transcosmos and transcosmos online communications today announced the two companies conducted a proof-of-concept experiment of KANAMETO ECO, an oversized garbage collection application system powered by a LINE official account, for Chatan Town, Okinawa Prefecture, in March 2026. Following the successful trial, the system was officially launched in April the same year.

# Chatan Town, Okinawa

LINE Official Account

Transitioning oversized garbage application online  
Enhancing citizen convenience



Add Friend  
@chatan.town



#### ■ Background for KANAMETO ECO introduction

Chatan Town has been receiving applications for charged door-to-door oversized garbage collection services by phone. To streamline business processes and enhance convenience for citizens, the town has been exploring the possibility of shifting the process online, and identified the use of LINE—a popular communication app among citizens. Based on the use case of Nago City in the same prefecture, where the city is already receiving applications for collection via its LINE official account using KANAMETO ECO, Chatan Town has decided to deploy the system.

(Reference) KANAMETO ECO Deployment Case Study: Nago City, Okinawa Prefecture: End-to-end processing via LINE, from submitting an oversized garbage collection application to paying processing fees (no translation available)

<https://kanameto.me/eco/case/nago-city.html>

#### ■ Application process via Chatan Town LINE official account

Applicants access the application form by tapping “About Garbage” from the Basic Menu on the Rich Menu of Chatan Town’s LINE official account. After selecting a preferred collection date, applicants search for items to be disposed of by category and item name, then specify the number of items. Once all cautions are reviewed, the “Go to detailed information entry page” button becomes available. Applicants then enter the required information, including name, contact details, and photos of the oversized garbage, to complete the application.

**1**

Select a preferred collection date the calendar.

**2**

Select oversized garbage items by category and name.

**3**

Enter address, name, and other required information, then submit.

### ■ Benefits and impact

The introduction of KANAMETO ECO allows citizens to apply for oversized garbage collection services via Chatan Town's LINE official account at any time, regardless of the operating hours of the collection service, and has significantly enhanced convenience for residents.

KANAMETO ECO made a successful start, with no complaints reported regarding the new application process. Applications submitted via LINE have been steadily increasing. Among 509 applications received in April 2026, as of mid-month following the system's full-scale launch, 74 were submitted via LINE.

### ■ Next steps

Through the delivery of KANAMETO, transcosmos and transcosmos online communications will continue to help governments drive their digital transformation (DX) and support more active communication between local governments and their citizens.

### ■ About KANAMETO ECO

KANAMETO ECO is an application system for oversized garbage collection services developed under a joint project of LY Communications Corporation and transcosmos online communications inc. The two companies developed KANAMETO ECO based on the Fukuoka City Oversized Garbage Collection Service LINE Official Account, which entered full operation in 2019 under the Comprehensive Partnership Agreement on Community Collaboration Projects between LY Communications and Fukuoka City. With KANAMETO ECO, local governments can enable residents to apply for local garbage collection services online 24 hours a day, seven days a week, via their government's LINE official account. The system also includes an online payment processing feature, allowing citizens to pay garbage collection service fees using PayPay, LINE Pay, credit cards, and other payment methods. (URL: <https://kanameto.me/eco/index.html>)

\*transcosmos is a trademark or registered trademark of transcosmos inc. in Japan and other countries.

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### (About transcosmos online communications inc.)

transcosmos online communications inc. was founded in May 2016 as a joint-stock company between transcosmos inc. and LINE

Corporation (currently LY Corporation). In October 2017, the company received investment from Salesforce Ventures, an investment arm of salesforce.com, Inc. As a GovTech venture business, transcocosmos online communications continues to deliver various solutions and services that help governments build better and stronger relationships with their residents, powered by LINE's platform user base and transcocosmos's sales and development capabilities. In September 2017, transcocosmos online communications released KANAMETO, its proprietary LINE-powered Government DX tool. Visit us here (no translation available): <https://transcocosmos-online.com/>

**(About transcocosmos inc.)**

transcocosmos launched its operations in 1966. Since then, we have united superior “people” with cutting-edge “technology” to enhance the competitive strength of our clients by providing them with superior and valuable services. transcocosmos currently offers services that support clients' business processes, focusing on both sales expansion and cost optimization through our 187 bases across 36 countries/regions with a focus on Asia, while continuously pursuing Operational Excellence. Furthermore, following the expansion of the e-commerce market on a global scale, transcocosmos provides comprehensive One-Stop Global E-Commerce Services to deliver our clients' excellent products and services to consumers in 46 countries/regions around the globe. transcocosmos is committed to treating the challenges of its clients and society as its own—discussing and addressing their issues from planning to execution—and Make It Real, Together. Visit us here <https://www.trans-cosmos.co.jp/english/>

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